### Frequently asked questions

#### How do I obtain my discharge record?

Your discharge record can be obtained through a request with this office. We will ask a few questions to confirm identity and then do a search within our local records, if not found at that level, we pursue at the state level and finally the federal level. Each level has various time elements for receipt.

### Can I just go to a Veterans Hospital and obtain prescriptions?

NO, unless you have enrolled in the VA Healthcare System recently, which means you have filled out a VA Form 10-10EZ, submitted to a VA Healthcare location, were responded to via a letter from the VA confirming receipt, assigned a priority rating and assigned a physician who prescribes the medication.

# If I'm a veteran, will the VA pay for my prescriptions that I obtain at a local pharmacy?

NO. The VA does not reimburse for prescriptions purchased at a local pharmacy.

# SEPTEMBER 2012 UPDATE – PLEASE NOTE THERE ARE SOME INTERNET VIRUS ISSUES WITH CERTAIN VA WEB PAGES.

#### I'm a veteran and want to use the VA for healthcare, what do I do?

You must complete a <u>VA Form 10-10EZ</u> and submit with your discharge to the VA Healthcare facility that you wish to use or you can submit them to this office for submission. You must wait for a reply from the VA Healthcare System which usually takes about 30 to 45 days. Once you have received your reply you may call for an appointment and assignment to a primary physician.

## If I'm already on another insurance plan, do I have to give it up if I enroll with the VA?

NO. If you can avoid canceling, we suggest you keep your private coverage; it can work as a second opinion. Many veterans have double coverage.

### Is my wife eligible for VA Healthcare coverage?

NO. Unless she is a veteran, she will not have any coverage for healthcare through the VA.

## I've moved and need to change my address or I've changed banks, what do I need to do?

You must complete <u>VA Form 20-572</u>, Request for Change of Address/Cancellation of Direct Deposit. This form should be completed and processed by submitting to this office or you may send it directly to the office to which your records are kept. If they are in Boston, you would forward to Department of Veterans Affairs, Regional Office, JFK Federal Building, Boston, MA 02203.